



Making Connections That Make a Difference.

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AUG 10 2005

FCC - MAILROOM

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Suite 130  
Horsham, PA 19044  
broadviewnet.com

215.293.8700  
fax 215.293.8750

VIA OVERNIGHT COURIER

DOCKET FILE COPY ORIGINAL

August 9, 2005

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 - 12<sup>th</sup> Street, S.W.  
TW-A325  
Washington, D.C. 20554

Re: WC Docket No. 05-196, DA 05-2085 - Subscriber Notification Report

Dear Ms. Dortch:

In compliance with the Commission's Order dated June 3, 2005 in the above-referenced docket, please consider this letter notification of the steps taken by Broadview Networks, Inc. ("Broadview") to comply with the Commission's customer notification requirements. An original and four copies of this Subscriber Notification Report are enclosed. The following actions detailed below demonstrate Broadview's compliance with the Commission's Order.

- July 22, 2005: Broadview sent certified mail packages to all its VoIP service subscribers. The package included the customer notification letter, a duplicate customer notification letter to be signed and returned in an enclosed self-addressed and stamped envelope, and warning stickers to be affixed on all VoIP-compatible equipment at the customer premises. The July 22, 2005 letter detailing the circumstances under which E911 service may not be available or may in some way be limited when compared to traditional E911 service is enclosed herewith.
- August 8, 2005: Broadview sent another certified mail package containing all the contents of the July 22, 2005 package in addition to another cover letter explaining that failure to sign and return the notification in the enclosed self-addressed and stamped envelope will result in service being disconnected. Broadview must receive the signed notification letter by August 29, 2005 or the customer's service will be disconnected August 30, 2005. The August 8, 2005 letter is enclosed herewith.

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- August 17, 2005: Broadview will attempt to make contact (via telephone) with those remaining customers who have not responded to either the July 22, 2005 or the August 8, 2005 certified mail packages.
- August 22, 2005: A final certified mailing will be sent to non-responding customers notifying them as of August 30, 2005 Broadview will disconnect their service for all outbound calling except toll free and E911 unless Broadview receives a signed notification letter by August 29, 2005.
- August 29, 2005: Broadview will attempt a final telephone call to any remaining holdouts. Broadview will inform those customers that as of August 30, 2005 Broadview will disconnect their services for all outbound calling except toll free and E911.
- August 30, 2005: Broadview will apply restricted dial plans to any remaining holdouts that prevents all outbound calling except toll free and E911. Customers will still be able to receive inbound calls. Restricted dial plans will remain in place until a signed notification is returned to Broadview.

In compliance with the Commission's Order, Broadview has sent customer notifications to all of its VoIP customers. To date, Broadview has received signed notifications from 39% of its VoIP customer accounts. Due to its extensive efforts, Broadview anticipates it will receive affirmative acknowledgements from all its VoIP customers.

If you have any questions regarding this matter, please do not hesitate to contact me. I can be reached at (215) 293-8773.

Sincerely,



Steven J. Bogdan  
Regulatory Manager

Enclosures

cc: Byron McCoy  
Kathy Berthot  
Janice Myles  
Best Copy and Printing, Inc.



Making Connections That Make a Difference.

July 22, 2005

«Cust\_Name»

«Acct\_»

«Contact\_first» «Contact\_last»

On June 3, 2005 the Federal Communications Commission ("FCC") released an Order requiring all providers of certain Voice over Internet Protocol ("VoIP") services to supply enhanced 911 ("E911") capabilities to their customers. Your Broadview Networks Office Suite VoIP service supports E911 in much the same way as traditional circuit-based local telephone service, with certain exceptions. This notification, issued pursuant to the FCC Order, is to inform Broadview Networks' VoIP customers of limitations in the E911 service associated with their VoIP services.

Under certain circumstances, E911 service may not be available through your VoIP service. For example, E911 service may not be available in the event that you relocate and use your VoIP-compatible equipment at a location other than your premises. E911 service will also not be available through your VoIP service if (i) your VoIP-compatible equipment fails, (ii) your broadband connection fails, (iii) you lose electrical power to your VoIP-compatible equipment, or (iv) your VoIP, broadband or ISP service is suspended or terminated. Finally, E911 service may not be available through your VOIP service (i) if you use a telephone number with your VoIP service which is not native to the geographic area in which you are located or (ii) during the period in which the physical location at which you are registered to use your VoIP service is being uploaded into pertinent databases.

Enclosed with this notification, please find notification stickers indicating that E911 service may not be available through VoIP service. Kindly affix these stickers on all VoIP-compatible equipment at your premises. The VoIP-compatible equipment includes the Broadview Networks' IP phones and Internet access router, as well as your LAN and Ethernet switch(es).

The FCC Order requires Broadview Networks to obtain affirmative acknowledgement that its VoIP customers have read and understand this notification. Please acknowledge you have read this notification and understand the limitations associated with your VoIP services by signing below. By signing below, you also acknowledge you are authorized to represent and make decisions regarding the telecommunications services provided to this account.

Please return your signed notification to Broadview Networks in the enclosed pre-addressed, postage-paid envelope. A duplicate notification is included for your records. If you have any further questions about this notification or your VoIP service, please do not hesitate to contact Broadview Networks via email at [officesuitesupport@broadviewnet.com](mailto:officesuitesupport@broadviewnet.com) or by calling 1-888-623-VOIP (8647). Thank you.

Sincerely,

A handwritten signature in black ink that reads "Robert P. Marschall". The signature is written in a cursive, flowing style.

Robert P. Marschall  
Managing Director, IP Services  
Broadview Networks

**Customer Acknowledgement:**

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_ Title \_\_\_\_\_



Making Connections That Make a Difference.

August 8, 2005

«Cust\_Name»

«Acct\_»

«Contact\_first» «Contact\_last»

A friendly reminder....

On July 22<sup>nd</sup> a package was sent to you via certified mail that included some very important information about your E911 service available via your Broadview Networks Office Suite Voice over Internet Protocol, VoIP, telephony service.

In the event that it wasn't delivered or if you misplaced it, the entire contents of that first mailing is included in this package. Please take the time now to review the materials.

The Federal Communications Commission, FCC, requires that Broadview Networks obtain affirmative acknowledgement that its VoIP customers have read and understand the E911 notification.

Act quickly! The FCC Order further mandates that Broadview Networks **disconnect any VoIP customer that does not acknowledge the E911 notification by August 29, 2005.**

If you have any further questions about this notification or your VoIP service, please do not hesitate to contact Broadview Networks via email at [officesuitesupport@broadviewnet.com](mailto:officesuitesupport@broadviewnet.com) or by calling 1-888-623-VOIP (8647). Thank you.

Sincerely,

A handwritten signature in black ink that reads "Robert P. Marschall". The signature is written in a cursive, flowing style.

Robert P. Marschall  
Managing Director, IP Services  
Broadview Networks